

NHCP Newsletter

Serving those who serve, we care

Vol. 8, Issue 6

Serving the Naval Hospital Camp Pendleton community

Winter 2001

NHCP Wins "Getting to Yes" Navy Award

*By JO1 Robert M. Dylewski
Deputy Public Affairs Officer*

The Navy Surgeon General's Outstanding Customer Service Award "Getting to Yes" is awarded to Naval Hospital Camp Pendleton, (NHCP). The Commanding Officer Capt. William M. Heroman congratulated staff for their outstanding performance after morning colors Friday, February 15th.

"Certainly your success at

scheduling to need, same day appointing, and all the other improvements all contributed to this award. More importantly the Surgeon General, Medical Inspector General, Joint Commission on Accreditation of Health care Organizations, Surveyors and other visitors have all been impressed with the genuine concern and caring each of you

"Getting to Yes"
Cont. on Page 3.



Photo By JO1 Robert M. Dylewski

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Maternal Infant Service Wins Top Award

*By Kimberly D. Prato
Public Affairs Officer*

The Maternal Infant Service Directorate at Naval Hospital Camp Pendleton, (NHCP), was awarded The Eureka Award for Performance Excellence by the California Council for Excellence, (CCE), last December 17th.

"In January of 2000 we decided we would apply for this award," said Cdr. Jack Klausen,

MC, Medical Director for Maternal Infant Service. "We are the first service line in the Navy, and this was a great way to take a look at ourselves," he said.

The Eureka award is the top-level award offered by CCE and adheres to the Malcolm Baldrige National Quality Award (MBNQA) criteria. The award consists of a full Baldrige-based application using the most current criteria of the MBNQA. The CCE offers three levels of excellence based on a 200, 500 or 1000-point check. The Eureka Award consists of the 1000-point check of an organization's efficiency and

"MIS Wins Top Award" Cont. on Page 9.

Customer Relations Success Stories and Patient Appreciation Letters



Graphic By JO1 Robert M. Dylewski

NHCP Staff In Action

1 A young active duty Marine Corps couple lost their baby (Intrauterine Fetal Demise). Pat Kucharek, one of our nurses in the Post Partum unit is an exceptionally strong RTS counselor and clinical care provider. She immediately came to the Labor Deck to console and counsel this couple and worked her schedule to spend quality time in their time of need. Demonstrating her commitment to this family, she hand-knit a receiving blanket for this couple, attended the burial, sought out other bereavement services and information for the couple, and has followed up closely with them since their loss. She made a great difference for them in

their grieving process, helped the Marine return to duty, and made the couple more comfortable with the knowledge that they had support if they needed it.

2 An elderly family member of a Marine Corps retiree had difficulty using the automated phone prescription refill service and mistakenly pushed the button to pick-up her medications at the 13 Area Branch Medical Clinic (not at the hospital). When she arrived to pick-up her prescription at the hospital, She found that it was not there. She was not familiar with the base and where this clinic was located. Vicki Miller, from the Chaplain's Office, saw that this patient had difficulty walking and had the patient go to her car to await her. Miller went above and beyond to provide her

assistance providing both a map and directions as well as taking her over to the clinic, (by having the patient follow her). The patient was distraught and overwhelmed that she would get lost. Miller parked her car and assisted the patient into the clinic to find the Pharmacy. She waited to ensure that individual received her medications and then helped her continue in the right direction to get out the Main gate before heading home for the day. The patient wrote Miller a letter addressed to the Commanding General, Camp Pendleton.

3 An active duty Lieutenant's wife was 31 weeks pregnant and was experiencing pre-term labor. She was transported to Naval Medical Center San Diego, (NMCS), for further monitoring and evaluation since NHCP's Nursery is not set up to care for premature infants. The experience at NMCS was described, "we were in a state of malaise. My wife was miserable with a magnesium drip and we felt lost in an unfamiliar hospital with unfamiliar doctors." Their OB provider from Camp Pendleton, Lt.Cmdr. Leininger, had business in San Diego and stopped by to visit them at NMCS to see how they were doing. The couple flooded him with questions and Dr. Leininger reassured them that things were progressing, as they should. His approach and bedside

NHCP NEWSLETTER

www.eNHCP.com

NHCP Newsletter submissions should be sent to rmndylewski@cpn.med.navy.mil or call Public Affairs 725-1271 for more information.

NHCP Newsletter is an authorized publication of the U.S. Naval Hospital Camp Pendleton, California

92055. The views expressed in this publication are not necessarily those of the Department of the Navy. NHCP Newsletter is published quarterly by the Navy Publications and Printing Service Office, San Diego, California with NAVEXOSP-35 with appropriated funds.

Photographers

HM2 Sean F. Farrell
HM3 Hilda McCree

Commanding Officer
CAPT W.M. Heroman, MC
Executive Officer
CAPT M. P. Hogan, NC
Public Affairs Officer

Kimberly D. Prato

Deputy PAO

JO1 Robert M. Dylewski

manner was described as “instantly,” putting couple’s minds at ease. He further stated that “although Leiningner’s visit only lasted 15 minutes, I relive it every time a friend or neighbor asks for an OBGYN recommendation. The fifteen minutes will last a lifetime.”

4Lt.jg. Detrik Harmeyer, is an Operating Room nurse here. Because she has been in the operating room less than a year, new types of cases thrill her immensely. After finishing her third case of the night one Saturday, around 5 a.m., she couldn’t contain her excitement. One of the Navy region trauma surgeons, Capt. Demerest from Albuquerque New Mexico, was on 12 month mobilization orders and awaiting the next part of the mobilization which would probably be with deployed Marines. He getting ready for a patient.

According to the Harmeyer, a Marine on the Marine Corps football team sustained a severe blow to his lower back/flank area. Symptoms indicated that there may have been some kidney damage requiring monitoring of his blood counts and preparation for surgery if needed. Counts were good initially, stable at the four hour period, but, markedly lower on the next check requiring immediate surgery. Demerest had informed the operating room duty crew that if surgery was needed it would be quick entry. Similar cases usually take about 5 minutes for him. He told the staff it would work out fine. The team was not accustomed to this type of case.

The patient was urgently transported to the operating room. Demerest informed the duty crew that the backup team would not be

needed since the surgery would be short. The Harmeyer’s eyes were huge but, she knew where to place her trust. One of the urologists on staff here would be present. The kidney was in sight after opening the abdomen. There was a hole in the kidney. Copious amounts of blood were present. A blood transfusion was necessary. The kidney was removed and the patient was Stabilized. Harmeyer had never seen a kidney with a hole in it.

Finally, Demerest apologized to the operating room team because it took an additional two minutes for the case. The patient was doing well. The team is was amazed at the surgeon’s skill, concern for the patient, and calm demeanor in the midst of it all. Harmeyer and other staff members at here, felt honored to have Demerest with them.

One particular Marine now knows how seriously all members of the Navy health care team take the mission of “keeping him in his boots.”

“Getting to Yes” Cont. from Page 1.

demonstrate every day toward our most deserving patients. I am so proud to work with the Navy’s Best Hospital Staff!,” Heroman said. Maj. Gen. David F. Bice, Commanding General of Marine Corps Base Camp Pendleton, praised staff with congratulatory words for a job well done.

Staff preceded to the Cmdr. R.W. Emerine Memorial Conference Room after the ceremony to continue the celebration with a brunch provided by the Command’s Moral Welfare and Recreation committee. ✱

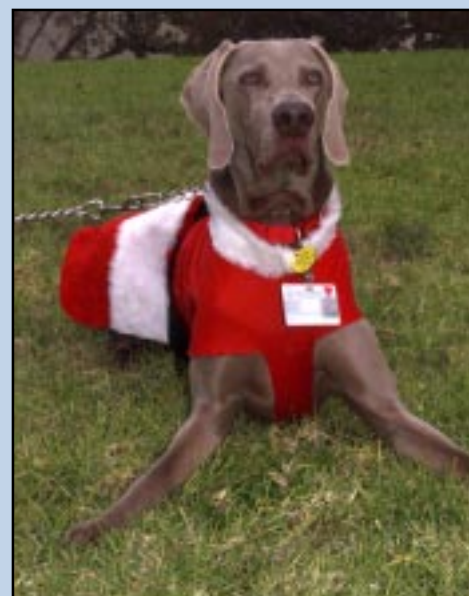


Photo By HM2 Sean F. Farrell

Therapy of the Canine Kind

By NHCP American Red Cross Office

The American Red Cross is proud to welcome its youngest and furriest volunteer, Mosby Morris, to the Camp Pendleton Naval Hospital. Mosby is a four-year-old Weimaraner and certified Therapy Dogs International (TDI) dog.

The objective of TDI is to provide comfort and companionship to patients in a way that “increases emotional well-being, promotes healing, and improves the quality of life for the people being visited and the staff who care for them.”

Mosby, along with his owner Sue Morris, has worked in other medical facilities including Mary Washington Hospital in Fredericksburg, VA. Mosby became a certified therapy dog last December and began his career in Virginia last spring.

For more information on the program please contact Lorelei Capuzzi at the Camp Pendleton American Red Cross office at (760) 725-3303. ✱



Petty Officer 1st Class David P. Caine conducts the command urinalysis testing ensuring that the Navy's zero tolerance policy on illegal drug use is enforced here.

Department in the Spotlight: Security

*By JO1 Robert M. Dylewski
Deputy Public Affairs Officer*

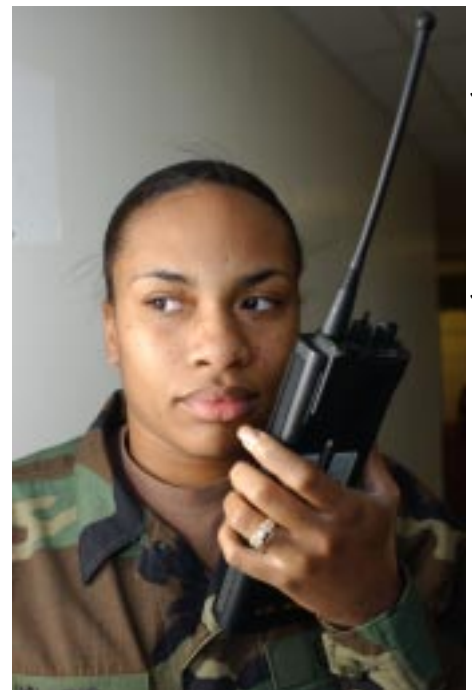
The terrorist attacks made on America September 11, 2001 caused a major shift for Naval Hospital Camp Pendleton's Security department increasing security's working hours to a 24-hour evolution along with arming personnel to maintain a safe environment for staff and patients.

Ever since 911, Petty Officer 1st Class David P. Caine, chief

master-at-arms and criminal investigator here, has had to keep up the pace of longer hours and an increased awareness of potential threats to the Command. "We now carry loaded fire arms with one shell in the chamber," said Caine. "We also had to make a lot of changes to meet the demands of changing to force protection delta by calling up our auxiliary security force," he said.

Additional changes in security involved the assignment of Senior Chief Petty Officer David Richardson, who is the Command Force Protection Officer, Command Discipline Officer for the Staff Judge Advocate, (SJA), and the security department's senior enlisted leader, (SEL).

Security consists of four full-



Seaman Sienna Hollins conducts a radio check while she assists in access control at one of the Hospital doors here.



Petty Officer 3rd Class Shane R. Henry takes photos during a vandalism investigation he is conducting with Petty Officer 3rd Class Westley E. Delossantos in the patient parking lot of the hospital.

time staff. There are two masters-at-arms, a gunner's mate and a one civilian. Augmenting the commands security force are 30 personnel that make-up the auxiliary security force, (ASF).

Ten Sailors from various departments in the hospital are temporally assigned duty, (TAD), on a six-month basis assisting security. Each individual starts their six months by attending the two week long Phase one Auxiliary Security Force Training at 32nd street Naval Station in San Diego taught by Marine Corps Cadre. Sailors graduate from ASF training returning to the command where they must complete a 50-item personnel qualification standard, (PQS), within 30 days. A PQS is a compilation of the minimum knowledge and skills that an individual must demonstrate in order to qualify to stand watches or perform other specific routine duties necessary for the proper operations of security.

The PQS ranges from writing police reports, learning how to deal with an escalation of force, to reacting to various alarms at the hospital. ASF consists of 30 Sailors who have completed the six months of TAD with security and returned to their respective departments until the need exists once more to increase force protection levels or other major events.

Providing a safe environment for staff and patients here is only part of security's mission. The department also enforces traffic and parking violations from the edge of Lake O'Neil housing to the lake O'Neil campgrounds, called the 27



Petty Officer 2nd Class Jose M. Escobar conducts identification checks at the hospital's pharmacy entrance ensuring proper access control for the safety of staff and patients here.

area on base. They maintain physical security of all Naval Hospital assets, conduct criminal investigations, maintain good order and discipline, and conduct mandatory urinalysis testing of military personnel. Security staff ensures proper access control of the commands entrances, finger printing

and oversees lost and found items here.

The responsibility of investigating larceny up to 3,000 dollars, narcotics and simple assault all starts with NHCP Security. Naval Criminal investigative Service, (NCIS), takes over for major crimes, but security staff here does all of the initial work. ✱



Joseph Gallagher, Naval Hospital Housekeeping Officer goes over work issues with one of his employees.

Housekeeping Tops in Service

*By Kimberly D. Prato
Public Affairs Officer*

Joseph Gallagher, Naval Hospital Housekeeping Officer recently won accreditation as a Certified Healthcare Environmental Services Professional (CHESP) from the American Hospital Association and the American Society for Healthcare Environmental Services. Mr. Gallagher successfully completed the certification process after meeting mandatory educational requirements in the fields of Healthcare Regulatory Compliance, Design and Construction, Environmental Sanitation, Medical Waste Management, Textile Management, Infection Control, Finance, and Hospital administration. Following completion of his studies and the required criteria for experience in his field, Gallagher successfully completed a comprehensive examination conducted on January 18, in San Diego, California. Gallagher joins an elite group of only 33 such professionals in the United States who have met all education, experience, competency, and testing criteria to meet the eligibility standards for certification as a Certified Healthcare Environmental Services Professional. Gallagher was also recognized for his achievement in receiving an overall test score in the top 1% of his peer group. He was formally presented with a Certificate of Achievement from the American Hospital Association and the American Society for Healthcare Environmental Services. ✱

News Briefs ...

March is National Nutrition Month

March is National Nutrition Month. This year's key message is "Start Today for a Healthy Tomorrow". So, if the holidays presented a challenge to healthy eating and fitness and your staring at the remnants of a heart-shaped chocolate box, don't despair. In March, the Nutrition Management Department dietitians will provide nutrition information booths, displays on dietary supplements, healthy recipes and commissary tours. Please join us in taking an active role in the quality of your life.

For more information call Lt.jg. Riggs at 725-4316.

Doctor's Day Celebration

Don't forget the Doctor's Day Celebration to Wednesday, April 3. Join us for coffee and pastries in the Emerine Conference Room/ Family Practice Dining Room 7 a.m. to 8 a.m. Eat and run or stay to hear Cmdr. John Holman present "Advances in Primary Care."

What Matters Most Seminars

The base is opening up Two seats in each of the the following:

Franklin Covey What Matters Most Seminars; April 9th, 23rd and 25th.

The course addresses the topics of personal effectiveness and time and life management.

To sign up, please contact the Staff Education and Training Department at 725-1408

FY 02 Credo Schedule Posted

Last fiscal year, CREDO created a new customer friendly way to register for retreats. The CREDO Camp Pendleton/ 29 Palms website is now equipped with online registration. This is a fast and easy way to register. The website address is www.29palms.usmc.mil/misc/credo/default.asp

Participants can fill out their own registration form and submit it to the CREDO office. It is important that the registration form be filled out completely. Due to time constraints and a high volume of desired participation, incomplete registration forms may be passed over. If the participant is unable to access the website, they can call the CREDO office to request a fax transmission of a registration form at 725-4954 or 763-1310 and CREDO 29 Palms Toll free number at 1-877-548-5407.

All retreats are on the published schedule, however, due to administrative limitations, we can only take sign-ups for retreats three months prior to the retreat date requested. CREDO Camp Pendleton/ 29 Palms is here to assist you and we hope to see you soon.

New Number Can Reach All Poison Control Centers

Americans can now use one toll free number to access any of the country's 65 poison control centers. The new number is 1-800-222-1222.

In the past there were 130 separate telephone numbers. The switch was instituted to increase amount of lives saved and to prevent costly visits to the emergency room.

7 Habits of Highly Effective People

Seats for the 7 Habits of Highly Effective People Classes go quick. Sign up today. Classes are available May 15-16, July 17-19, September 18-20, November 13-15. Contact staff education and training at 725-1408 for all the details. ☼



Graphic by JO1 Robert M. Dylenski

Career Counselor Hotline

By HMC (SW/FMF) Gary P. Henkel, CCC



HMC (SW/FMF) Gary P. Henkel
Command Career Counselor

Are you eligible for CSB/ REDUX?

If you entered the military after August 31, 1986 you have a huge decision to make.

You will receive a official BUPERS message on or around your 14 and half year mark. To help aid you in making a well informed decision check out these helpful web sites.

<http://pay2000.dtic.mil>

www.staynavy.navy.mil

Print the DOD fact sheet to aid you in your decision. The fact sheet gives you a basic outline of your bonus options and your retired pay computation.

You must contact my staff so we can assist you in filling out the mandatory paper work once you have received your BUPERS message.

Q: How long does it take to receive the bonus?

A: the following payday period if the election was entered at least 30 days prior to your 15 year anniversary. ❁

SEAMAN TO ADMIRAL

By Chief of Naval Education and Training Public Affairs

Pensacola, Fla. – The new officer accession program, Seaman to Admiral-21 (STA-21), is making it easier than ever for Sailors to make the transition from enlisted to officer while earning college degrees. The program eliminates the inequities between commissioning pipelines. Previous Officer programs varied greatly in the amount of pay and education benefits available to Sailors.

STA-21 streamlines the application process by consolidating eight of 14 commissioning paths by using a single application. There is one application deadline and one selection board under STA-21. Sailors remain in an active-duty status while participating. They draw full pay, allowances and benefits, and receive an education voucher valued at up to \$10,000 per year for tuition, fees and book costs.

STA-21 is structured to produce 490 officers annually, which is comparable to the number of sailors commissioned through the eight former commissioning paths it replaces. Participants in the new program will attend Naval Reserve Officers Training Corps (NROTC) – affiliated colleges or universities after gaining admission.

College preparation courses and officer indoctrination programs tailored to Sailors' needs are incorporated into this pipeline. The Naval Science Institute begins transforming enlisted personnel to

officers in an eight-week program that provides professional courses and reduces the college workload by 18 hours – allowing Sailors to graduate and return to the fleet as officers, one semester early.

When used in conjunction with credits received from the Navy College Program, the SPA-21 program can dramatically reduce the time necessary to earn a degree and a Navy commission. The selection board will evaluate the background of STA-21 selectees and identify those who will benefit from a college preparatory program to attend the new broadened opportunity for officer selection and training school in Newport, R.I., for a three to six month individualized remediation program.

The STA-21 combines the following eight former commissioning paths: NROTC Two-year, Four-year, and Nurse Option; Enlisted Commissioning Program Basic, Aviation Option, Nuclear Option and Civil Engineer Corps Option; and the original Seaman to Admiral program.

For more information on the STA-21 program, go to <http://www.sta-21.navy.mil>. ❁



MPMD Corner

By *HMCS (FMF) Willie L. Seraspe, MPMD*



HMCS (FMF) Willie L. Seraspe
Head of Military Personnel
Management Department

Here are the important changes to the Tuition Assistance program for the new year:

Beginning 1 January 2002, waivers for late Tuition Assistance (TA) applications (after-the-fact) will no longer be allowed.

TA will not be authorized after the school's late registration deadline. All applications for TA must be submitted and authorized before the published late registration deadline of the school.

Moreover, a member must officially withdraw from the school and receive a grade of "W" for the class in order to not be obligated to pay the government for the entire cost of the course. Once the student has officially withdrawn from the course, he/she must verbally notify the Navy College office via telephone or in person.

Continuing Education Units (CEU) are now fundable under the TA program provided the institutions are accredited by a regional/national accrediting body recognized by the Department of Education.

With regards to evaluations and fitreps, all hands are reminded of the importance of submitting transfer or detaching evaluations/fitreps in a timely manner. In accordance with NAVHOSPCAMPENINST 1610.1A, personnel detaching from NHCP and its outlying branch clinics must have reports submitted at least 14 days prior to detachment date, to allow for administrative processing. Supervisors and leaders, let's ensure that we do our part in ensuring that our Sailors do not encounter any delays during their check-out process from the command. ✱



"MIS Wins Top Award" Cont. from Page 1.

quality.

"We gave ourselves one year to gather data on our service line," Klausen said. "We began documenting from the beginning; Capt. Maureen Kowba, former Director for Maternal Infant Services, CDR Pat Binns, Lt. Bill Spears and myself. As people transferred out, we retained the data needed to continue the process, it was really a leadership challenge."

According to Klausen, the criteria response for the award was submitted in August of this year. By November, the directorate was notified there would be a site visit performed by six surveyors from the CCE. "On January 11, we hope to review the results of the survey, they have not yet been revealed to us, he said. "I am really excited to see what these six intelligent people have to say."

According to Capt. Jane

Morgan, Director for Maternal Infant Services, the surveyors inspected the area for about a week and didn't compile their individual scores on the service line until the last day to arrive at a final score, and even then they didn't reveal that score. "We were told if we got a call on the 17th, we won," Morgan said. "If no call we didn't win, we were pleasantly surprised to get that call," she said. . Lt. Kimoko Hallock edited the original 75 page submission down to the maximum limit of 50 pages.

"The major accomplishment is the teamwork that went into it," Morgan said. "In order to compile this 50 page application, it really took a team effort," she said

The Maternal Infant Service Directorate had to apply for the award as a unit within a unit. There are rules and regulations the directorate must comply with as a line within the command as well as the U.S. Navy. "We have learned so much about how to lead by going through this criteria," said Klausen.

Klausen is a member of the American College of Healthcare Professionals and the Malcolm Baldrige criteria is the prime way to efficiently look at leadership and quality within an organization. "The Inspector General has applied Malcolm Baldrige criteria of excellence to judge Navy business, and we are doing just that," he said.

"I think that we've laid down a challenge to other people, that they ought to take the challenge and continue to evaluate how we do things," Klausen said. ✱

ACCOLADES



Lt. Michelle Dandurand, Navy Marine Corps Achievement Medal
 Lt. Mary Snyder, Navy Marine Corps Achievement Medal
 Lt. Cmdr. Richard Sams, Navy Marine Corps Achievement Medal
 HN Priscilla Kemble, Good Conduct Award

HM3 Camile Cornish, Good Conduct Award
 HM3 Karen Stewart, Certificate of Commendation
 Mary J. Weems, Retirement Certificate
 HM2 Michael Murry, Navy Marine Corps Achievement Medal



HM3 Mina Haghi, Navy Marine Corps Achievement
 Lt. Cmdr. Mark Gohl, Navy Commendation
 Lt. Cmdr. Tamara Hoover, SNA
 Cmdr. Nalan Narine, Navy Commendation
 Lt. Eve Currie, Navy Commendation

Lt. Cmdr. (Sel.) Janine Allen, Navy Achievement
 HM3 Michael-Paul Aguilar, Navy Achievement
 HM3 Dempsey Tomblin, Certificate of Commendation
 Steve Lemieux, Civilian of the Quarter
 HM2 Philip Klaerner, Navy Achievement

ACCOLADES



Steve Elwood, 20 Years of Government Service Award
Lt. Debra Ruyle, Navy Commendation
HM3 Joseph Herrerea, Navy Achievement
HM3 Carlos Melendez, Navy Achievement
HM3 Ramiro Martinez, Navy Achievement
HN Lisa Nartker, Navy Achievement

Stay Navy!



HM2 Eric Filkins reenlists for two years to take orders to 1st FSSG. Filkins is staying Navy.



HM2 Jason Piniol re-enlisted for two years. Following his re-enlistment ceremony, Piniol was frocked to Petty Officer 2nd Class. He is staying Navy.

ACCOLADES



HM2 Cynthia Link reenlists in respiratory therapy for five years and an SRB of 23,000 dollars. She is staying Navy.



HM3 Ronie Sawi, from the Radiology Department here, reenlists for four years and an Advance X-ray school. Sawi is staying Navy.

CIVILIAN LENGTH OF SERVICE AWARDS

10 Years Of Service

Michelle R. Mitchell
Felina G. Philippi
Leanna K. Malloy
June R. Weers
MaryAnn U. Ruaburo

Chandra T. DeJesus
Mary J. Weems
Sharlene M. Husband
Gary W. Hembree
Wendy A. Morris
Robin S. Baxter
Steven L. Lemieux

Murray H. Smith
Jeffrey E. Parker
Maria S. Mendoza
Mary J. Ackerman
Justina M. Sannicolas
Shanna Napier
Mary R. Ramon
Jacqueline Flores

15 Years of Service

Hyeun S. Park
Amanda K. Cevallos
Judy R. Mendoza
Jon B. McDonald
Todd Alexander
Juanita M. Rios
Linda D. Taylor
Ronald T. Kucharek
Teresita R. Cruz
Billie Jean Day
Jean N. Shine
Elena P. Acosta
Abyssinia Vanterpool
Kimberly A. Cook
Matsuko Lemieux
Peter C. Sannicolas

20 Years Of Service

Ruby L. Morgan
Catherine R. Hansen
Carolyn Y. Wallace
Dianne C. Williams
Steven A. Ellwood
David L. Huffman
Lisa J. Lozano
Joann K. Snyder
Margaret L. Cortez
Estella L. Delaski
Luzviminda O. Aguon
Cathy L. Lemons
Norma A. Hernandez
Alfreida V. Stevenson
Kay F. Mayeski

25 Years Of Service

John J. Berg
Tito M. Luna
Myra N. Brown
Lorenzo C. Paringit
Jerry V. Willis
Lim Arwani
James A. Viado
Sharon A. Wade
Gerald A. Grothe
Michael J. Catanzaro
Stephen J. Marenick
Elana J. Jones
Anturo Galan
Melchor C. Visperas

30 Years Of Service

James R. Lowery
Faustino S. Santos
Gerald E. Jones
David D. Dewey
Deborah L. Dominski
Armando Valencia
Helen C. Sampilo
Colleen A. Altman
Vince R. Chostner
Jocelyn A. Brown
Leonard V. Placker

35 Years Of Service

Betty J. Huber
Lewis L. Pearce
Jeffry L. Kuhn
Maria G. Mauga
Estanislao F. Gabut



Photo By HM3 Hildaia McCree

Capt. William W. Heroman, Commanding Officer of Naval Hospital Camp Pendleton, cuts the ribbon of the new satellite pharmacy with Maj. Gen. David F. Bice, Commanding General of Marine Corps Base Camp Pendleton.

New Satellite Pharmacy Opens Doors

*By Kimberly D. Prato
Public Affairs Officer*

A new satellite pharmacy of Naval Hospital Camp Pendleton (NHCP) began services Nov. 19 at Pacific Plaza located by the main commissary.

"The patients that we are picking up are new patients that have previously used the civilian sector," said Lt. Cmdr. Rick Wenning, Pharmacy Services Department Head. "We have recaptured these patients from the civilian world, the numbers at our pharmacy have not lowered. Many of our patients are still coming in from the Fallbrook area to our core pharmacy," said Wenning.

According to Wenning, the new pharmacy, in November,

began filling 192 prescriptions a week, and is now up to 2000 prescriptions a week. The core pharmacy still does 1200 prescriptions a week. The satellite pharmacy currently has one pharmacist and two technicians. As the workload increases, the core pharmacy will continue to send staff down to the Pacific Plaza Pharmacy, but will lose staff here. Currently the pharmacists are swapped out between locations. "We have requested an increase in staff especially for the pharmacist down there; we are working with Healthnet on a resource sharing partnership," he said.

The new pharmacy opened in part from response to patient's continued requests to be able to receive prescriptions closer to the front gate. The willingness and support of Marine Corps Base Camp Pendleton has made this endeavor possible. Patients and beneficiaries of NHCP are now able

to receive medications in the same plaza as the commissary, a plus for many active duty families and retirees.

The core pharmacy continues to actively promote the new Pacific Plaza Pharmacy through flyers and signs at the core pharmacy. "We also tell people that the Pacific Plaza Pharmacy is open to fill their prescriptions. On our prescription bags we did advertisements for businesses on one side and pharmacy information on the other," Wenning said.

The majority of the prescriptions are from the retail side," he stated. "If the numbers we predict are right, we were predicting 20% recapture. I think we will capture about 40% by the end of this year."

According to Wenning, we will most likely open at least two more satellite pharmacies, one at Fallbrook and one in the San

"Pharmacy Opens Doors" Cont. Page 21.

Welcome Aboard

Ssgt Marcelino Rialon Jr
Hm3 Brandon Hendricks
Pc3 Jesus Solorio
Hn Kerchman Elliot
Mac Yadira Phillips
Hm3 Marne Massey
Wg02 Juhee Kline
Gs04 Du'shaunda Spiva
Gs04 Mala White
Gs05 Josepine
Szczepkowski
Gs04 Maria Romero
Wg02 Ronald Kucharek
Gs04 Janet Ramshur
Gs09 Mark Beede
Gs04 Angeliza-marie Sison
Gs07 Bradley Tinnon
Gs04 Stephen Schoolcraft
Gs04 Loretta Bell
Gs04 Gary Hembree
Gs11 Diana Webb
Gs04 Donie Elliot
Gs05 Gilbert Gutierrez
Wg02 Bill Banks, Jr
Gs11 Michael Peterson
Gs09 Eduardo Carrillo
Hm1 Robert Schmitt
Hm3 Loren Lagang
Hm3 Ke Sneller
Hm2 Khasha
Mohandespour
Hm3 Michael-paul Aguilar
Hn Marc Springer
Hmc Felicia Foster
Ha Ruben Naval
Hmc German Fiesco
Hn Summer Hansen
Hm3 Carlos Melendez
Ms3 Jason Sembrot
Mscs Winefredo Pineda
Ms3 Pheden Mones
Hmc Sean Snook
Sh3 Adolfo Almazan
Hm3 J Ocasioalvarado
Hm3 Marie Abigail
Delaroca

Hm3 Marla Rodriguez
Hmc Virgilio Vicente
Hm3 Johnathan Fissette
Hn Alicia Price
Hm1 Forrest Wells
Sh3 Elvin Yambao
Hm2 Brian Gerdes
Hm3 Kimerly Gerdes
Hn Shauna Davis
Hm3 Rose Nogueira
Pnsn Keya Causey
Hm3 Robert Delpalacio
Hm3 Dominic Ramirez
Ha Kelly Moncada
Hm3 Rashan Robinson
Hn Abigail Walker
Hm3 Anthony Adams
Dt1 Roy Mondala
Hm3 Maricela Ellis
Hn Carly Porter
Hn Nuria Gomez
Hn Alisha Flores
Hm2 Michael Murray
Hm2 William Allen
Hmc Michael Williaims
Hm1 Rodney Owen
Yn2 Tremayne Proctor
Ha Cristina Valerio
Hm3 Jamie Farrior
Ha Martiza Carrillo
Hm2 Carlos Enriquez
Hm3 Lorenzo Pereyra, Jr
Hn Carlos Ochoa
Hmc Alane Perrigo
Hmc Paul Palacios
Hm3 Michael Smith
Ms3 Jerry Ranson
Yn2 Shahista Abedo
Hm2 Shelton Tapley, Jr
Hm3 Mark Allen Deleon
Hm3 Richard Rideaux
Hm3 Christian Gutierrez
Lcdr Julie Wilcox
Ltjg Kenny Tran
Ltjg Nicolette Leflore
Lcdr Tara Zieber
Lcdr Christopher
Westropp
Lt Kelly Horn
Lt Lily Ly

Lt Marc Young
Lt Christopher Boyd
Cdr Deloris Carnahan
Cdr Andrew Hamilton
Cdr Darlene Burke
Ens Dierdre Linton
Lt Gretchen Cranford
Lcdr Alan Siewertsen
Lt Paul Treadway
Lcdr Judy Schauer
Lt Sreehari Cherukuri
Oth Felicia Neumeyer
Oth Dorcie Wilson
Oth Misty Caldwell
Oth Candace Howell
Oth Daniel Courson
Con Joan Ripa
Con Eden Cabal
Con Maude Joseph
Con Katherine Priogen
Con Darling Paul-richiez
Con Audrey Schley
Con Ron Campbell
Con Lupe Rodriguez
Con Karen Gish-chrones
Con Kimberly Morris

Farewell

Os1 Michael Burton
Hn Abraham Abakpa
Hn Pecro Arreaga
Ha John Barrington
Ha Nichole Bishop
Ha Gary Carr
Hm3 Claudia Castillo
Ha Alfonso Compres
Hr Jeannine Cora
Hr Kenneth Davenport
Hn Christopher
Demetrulias
Hn Sheila Digregorio
Hr Luke Drown
Hn Danell Dumas
Hr Ryan Eddy
Ha Irwin Escarrilla
Hn Clifford Gabriel
Hn Romeo Galamgam
Hn Jose Garcia
Da Keith Gerger
Hn Mickenzie Gibson

Hr Jorge Gilperez
Hr Alvaro Gonzalez
Hr Darren Hoglund
Da Shane Hudson
Hn Omar Jenkins
Ha Brian Jewett
Ha Cody Jones
Hn Eugene Khimich
Hn Vincent Kucera
Hr Aric Lee
Hr Cristal Leslie
Hn David Lujan
Ha Anthony Mesa
Hn Jeremias Leonard
Milla
Dt2 Ralph Nuno
Ha Carlos Ochoa
Ha Franklin Phelps
Ha Amanda Pollard
Hn Jose Ramirez-sanchez
Ha Jennifer Ross
Hr Alnie Salazar
Hn Carl Schmahl
Ha John Schmutz
Hn Robert Schoultz Iii
Hn Richard Schultz
Da Ronnie Singleton
Hr Tanner Spanaio
Dr Christina Tankersley
Ha Timothy Temple
Ha Lorch Toloumu
Ha Rachel Valdez
Hn Johnny Vasquez
Hn Saul Vazquez
Ha Justin Vendola
Hn Lucero Villasenor
Miranda
Hn Casey Wheeler
Hn Deontanellie Wheeler
Ha Brandi Woodruff
Hr Benjamin Wilson
Hm3 Thomas Hayslip
Hm3 John House
Hn Scott Talley
Lt Marther Cutshall
Mdsn Maria Buss
Mdsn Thomas Fuller
Midn Ruben Lopez
Midn Rachel Sorensen
Hm2 Jose Mercado

| | | |
|--------------------------|---------------------------|-------------------------|
| Hm3 Benjamin Savaro | Dr Ray Jackson | Hmc Francisco Oliveras |
| Hr Jedediah Frazier | Gs09 Frances Thomas | Hm2 Victor Maxion |
| Ha Alvin Mallari | Gs09 Sharon Christianson | Et1 Kelly Perkins |
| Ha Matthew Mazur | Gs09 Mila Reyes | Hmc Robert Lohner |
| Ha Alli Nasir | Gs07 Bonnie Miller | Hm3 Maria Castaneda |
| Hm3 John Conyers | Wg02 Jesse Divino | Hm1 Feliciano Cesa |
| Rpsn Aaron Vanarsdale | Gs12 Carol Romig | Hmc Gregorio Echon |
| Hn Jason Gordon | Gs03 Delores Visperas | Hm1 Leonardo |
| Hr Yeung Keung | Gs05 Paula Smith | Fernandezdeleon |
| Hr Nathaniel Marquis Jr. | Gs07 Bridgette Lowe | Hm2 Shane Hicks |
| Ha Shane Page | Gs04 Jonathan Fulton | Hm1 Arthur Howard |
| Hn Tyler Roark | Oth Juliann Lane | Hm3 Brian Korell |
| Dn Aziz Sulieman | Gs09 Diane Leathers | Hm3 Kelee Larsen |
| Cdr Marty Shields | Gs06 Jesus Mauricio | Hm1 Laurence Lopez |
| Hr Christopher Avery | Gs04 Linda Moore | Hm3 Alan Malone |
| Hn Justin Barrett | Gs04 Kathryn Pilcic | Hm2 Conrado Panaga Jr |
| Lcdr David Beverly | Gs04 Lena Rush | Hm1 Christopher Rubes |
| Lt Mark Bickert | Gs05 Angeliza-marie Sison | Hm2 Christopher Sparrow |
| Hm3 Joselito Bundalian | Gs04 Carol Staub | Hm3 Karen Sparrow |
| Hn Jerry Buss | Gs04 Nancy Trinidad | Hm3 Taisha Torres |
| Hm3 Alfonso Camacho | Gs09 Harriet Wilms | Con Jerry Mendoza |
| Hm1 Lennie Ducos | Gs11 Florence Zabala | Con Juliet Eichner |
| Lt Brian Engel | Gs05 Jo Ann Seyller | Con Elizabeth England |
| Lt Robb Friedman | Gs04 Terry Flournoy | Con David Rousseau |
| Lcdr Randall Friese | Gs04 Teresita Maximo | Con David Smith |
| Hm2 Kevin Gates | Gs04 Angela Campbell | Con Katrena Pritchard |
| Hn William Green | Wg02 Joseph Darden | Con Donna Cady |
| Ha Tyson House | Gs04 Winfred Hood | Con Diane Loye |
| Cdr Wayne Inman | En1 Sammie Reid | Con Jan Borgers |
| Hm3 Michelle Jacobs | Msc Florante Soliman | Con Melinda Garabedian |
| Capt Warren Klam | Hm3 Andrew Blakely | Con Gerald Karpman |
| Hm1 Robert Kopaz | Hm2 Brad McLaughlin | Con Brandy Harrell |
| Ms2 Shawn Lemp | Hm3 Mike Perrey | Con Richard Smyth |
| Hm2 Jamie Lobbenberg | Hm3 Juan Carrillo | Con Rachel Massie |
| Hr Joseph Lopez | Hn Bryan Enkong | Con Monte Harris |
| Cdr Jon Lund | Hmc Charles Bilbo | |
| Hm3 Sabrina Malone | Hmc Rolando Reyes | |
| Hm1 Earl Marple | Hm2 Jeremy West | |
| An Diana Rodriguez | Hn Peter Tan | |
| Lt Alan Ross | Hm3 Edward Zahnle | |
| Hm3 Kalaya Sayaphet | Ha David Hernandez | |
| Hm1 Sergio Abroguena | Hm3 Stephen Schoolcraft | |
| Hn Rone Rivera Ii | Hn Manuel Ruiz | |
| Hn Trasa Bass | Hmc Eduardo Valencia | |
| Hm3 Michael Cuellar | Ms3 Donald Wilson | |
| Hn Sergio Gonzalez | Hm2 Lisa Murray | |
| Hm3 Joseph Ocampo | Hm1 Fred Strominger | |
| Hn Ryan Cason | Dt3 Charles Bumbard | |
| Hm3 Jeffrey Aichelman | Hm1 Robert Brown | |
| Ha Tiffany Conley | Hm3 Edward McDonald | |

**Hail &
Farewell**

Civilian of The Quarter

January - March 2002

Steve Lemieux, Patient Administration Department

October - December 2001

Lindalee Taylor, Nursery Department

July - September 2001

Julia Crumidy, Nursery Department

Officer Promotions

February 2002

Capt. Paul Dato

Capt. John F. Monroe

November 2001

Cmdr. Cindy L. Potter

Cmdr. Eric J. Kuncir

Ltjg. Sean M. Burson

Ltjg. Tinsika I. Riggs

January 2002

Lt.Cmdr. Soraya M. Villacis

Lt.Cmdr. James J. George

Lt. Nathan W. Hicks

Lt.jg. Ray C. Tajalle

December 2001

Capt. Judith A. Fidellow

Cmdr. Nalan Narine

Ltjg. Hilda R. Tanner

Ltjg. Rikkianisha Hunt

Naval Hospital Camp Pendleton Sailors Of the Quarter

Fourth Quarter Calendar Year 2001

Senior Sailor of the Quarter - HM2 (FMF) Jude R. Rosario- Radiology

Junior Sailor of the Quarter - HM3 (FMF) Joseph J. Panagakis-Legal

Hospital Clinics at Camp Pendleton Sailors Of the Quarter

Fourth Quarter Calendar Year 2001

Senior Sailor of the Quarter -HM2 Arnold Ballesteros Port Hueneme

Junior Sailor of the Quarter -HM3 Zaima Gonzalez 52ABMC

Naval Hospital Camp Pendleton Sailors Of the Year

Calendar Year 2001

Senior Sailor of the Quarter - RP1 William C. Hammond- Pastoral Care

Junior Sailor of the Quarter - HM3 Yvonne M. Marenco- CMC's Office

Hospital Clinics at Camp Pendleton Sailors Of the Quarter

Fourth Quarter Calendar Year 2001

Senior Sailor of the Quarter -HM1 Jeff Cavallo 13 ABMC

Junior Sailor of the Quarter -HM3 Heath Brodersen 52 ABMC

Naval Hospital Camp Pendleton Command Sailors Of the Year

Calendar Year 2001

Senior Sailor of the Quarter - RP1 William C. Hammond- Pastoral Care

Junior Sailor of the Quarter - HM3 Yvonne M. Marenco- CMC's Office

Chaplain's Food For Thought



Lt. William Middleton, Chaplain
Pastoral Care Department
On the Ground Floor and
Changing Lives!

Spiritual Health is a Force Multiplier for Mission Readiness. This is our challenge for the new millenium. This is the vision for those of us who serve in the medical community, who wear religious devices and represent God to those who provide medical care. In a day when readiness is not simply an ideal but a reality, spiritual health is no longer the weekend deed to be fulfilled but a desirable characteristic of our soul.

Thus, the Pastoral Care Department at Naval Hospital Camp Pendleton exists for this very reason. RP1(FMF) William C. Hammond, LPO of Pastoral Care recently shared, "Often people ask me, 'What do you do in the Chaplains Office?' My response is usually 'Whatever you need us to do.' Then naturally they ask me to elaborate on my answer. It is that point where I begin to enlighten the individual asking me about my job."

"The Chaplain's Office provides spiritual and moral support to both patients and staff. Chaplains provide counsel to people for personal, marital and family issues. Religious ideal or moral foundation provides an incredible effect on the individual's life. Some of the topics we face regularly are hardship discharges, humanitarian relocations, chain-of-command disputes, alcohol/drug abuse and addictions, and

interpersonal relationship conflicts especially, as they affect the way you do your job. Other ways we support your spiritual life is by conducting weekly worship services for Catholics, Protestants and in addition can put staff and families in contact with mosques or synagogues in the area. We have Catholic Mass on Wednesday and Friday at 1130, and again on Sundays at 0900. Protestant worship is on Sundays at 1100."

When asked about reaching out to those in need, Petty Officer Hammond shared, "If there is a special event it usually begins in this office. Events range from the Annual Holiday Food and Toy Drives, the POW/MIA Remembrance Service to taking staff to the see the San Diego Padres every Friday night during baseball season. It is the joint effort of our pastoral care team that gets this accomplished. With Vicki Miller as our wealth of unlimited information, RP3 Bennett getting the job done and the joy of working together, we are convinced that there isn't any people project that our team cannot handle.

Spiritual Health is a Force Multiplier for Mission Readiness

If volunteer work is something you like to do this is the place to do it. First, we run the Adopt-A-School Program for Mary Fay Pendleton Elementary School. Sailors serve as mentors and tutors to children once a week in the classroom environment. Secondly, every second Wednesday of the month, we work at Brother Benno's Outreach Shelter feeding breakfast to the homeless. Thirdly, we coordinate the SHARE program for the hospital. If you sign up you pay \$15.00 and provide two hours of community service; in return you get \$75.00 worth of food. These food packages vary each month and range from steak to skinless, boneless chicken breasts and always come with fresh vegetables."

So, in a nutshell this office does whatever it takes to help you while you serve at the hospital. It is our desire to walk with you as you grow both spiritually and professionally. If you have any other questions, comments, or new ideas, then please stop by on the ground floor and share them with us. Spiritual health is a force multiplier for mission readiness. ✿

Sailors Touch Lives with A Food Drive

*By JO1 Robert M. Dylewski
Deputy Public Affairs Officer*

Sailors on board ships know what it means to help a shipmate out and Sailors at Naval Hospital Camp Pendleton, (NHCP), are no different from their sea going counterparts. Talk to anyone involved with NHCP's Annual Food Drive and you'll quickly learn what it means to help a

shipmate out. "The food drive is all about staff helping staff," said Chief Petty Officer Ireneo Reus from the Military Personnel Management department here. He has been working with the food

drive committee for three consecutive years. Reus has continued with the program for one particular reason, "I do it because I get a lot of satisfaction from helping a fellow staff member."

Reus served as a chairperson on the Holiday Food Drive Committee along with Chief Petty Officer Anthony Blackwell the Command Drug and Alcohol Program Advisor, (DAPA), and Vicki Miller from Pastoral Care.

The annual food drive made a holiday special for so many staff members this year by raising \$5,878.30 in group contributions, fundraisers and personal donations. Eighty two thanks-

giving care packages were given out. One hundred share packages were presented to staff during the Christmas Season and 15 families were adopted by a local organization which provided food baskets with gift certificates. A total of 220 children from staff's families were the recipients of toys and certificates from the annual Adopt a Snowman project that is another facet of the food drive program.

"This was one of the most successful food drives I've been involved with here," said Reus. According to Reus, some staff members were so appreciative for the help this year that they wrote letters to the commanding officer and executive officer to convey their thanks. ❄

Pictured on the left is Vicki Miller from Pastoral Care Department here. She volunteers her time every year to the food drive. Above, hospital staff look through the toys that were available for this years Adopt-a-Snowman program.



Photo By HM2 Sean F. Farrell



Photo By JO1 Robert M. Dylewski

Senate Bill Offers Babies Hope

By Kimberly D. Prato
Public Affairs Officer

Being afraid or confused during pregnancy are often common emotions, but when they turn to abandonment, Senate Bill 1368 allows the mother of an infant a better option than a dumpster.

“We have all the packets here and all the doctors and nurses are aware of it,” said Lt. Cmdr Kim Longmire, NHCP Emergency Medicine Department Head.

According to Longmire, as of yet no infant has presented to the Emergency Room under the conditions of this bill, but the staff are prepared to deal with that situation should the need ever arise.

Unfortunately, since 1996 the tragedy of abandonment without this bill, has already affected over 44 children, who now lie in a

woman named Debi Faris who viewed an infant death on television.

“One evening in 1996, while I had one eye on dinner and the other eye on the evening news, I heard a story that would change my life,” states Faris. “I stood frozen as I listened to the reporter’s account of the tragedy... newborn baby boy had been stuffed into a duffle bag and tossed from a speeding car along the freeway.”

Faris went a step further and contacted the authorities to allow the Faris family to give this infant a proper burial. She then learned of deaths of two other very young children. The Garden of Angels began with the burial of these three children and allows them a name instead of an identification number. According to Faris it is her mission to try to keep people from coming to the Garden of Angels, by sharing stories of the children who rest there.

“If it touches only one mother-to-be who is hiding her pregnancy, and it encourages her to open up to someone she trusts and do the right thing for her child instead of opening that lid to a dumpster, then and only then, did the children in the Garden not die in vain,” says Faris.

In California, at least four babies have been turned over because of the project, according to the state Department of Health and Human Services.

Senate Bill 1368 is an alternative for “at risk” babies who might not live otherwise, and it allows for proper medical attention for a newborn child. ❄



Jane Smith feeds one of the young patients in the pediatric ward here. Doctors and nurses here are well informed of the new Senate Bill 1368 and how it impacts their jobs.

“The Safe Arms for Newborns Law,” or Senate Bill 1368 passed in January 2001, allows the mother of an infant, 72 hours old or younger, to legally surrender her infant anonymously and without fear of criminal prosecution to an employee at any hospital emergency department in the state of California, including Naval Hospital Camp Pendleton. (NHCP) There is a 15-day cooling off period, allowed by the state, in which a mother may reclaim the child.

cemetery known as the Garden of Angels at Desert Lawn in Calimesa, California. Because every child should have a chance at life, this bill can be a blessing to a couple who desperately want a child if the mother decides she is unable to care for the child.

The Garden of Angels grew from the personal experience of a



Hospital staff here ponder the words of Guest speaker Dorothy Foster (hi-lighted in the above graphic) at Naval Hospital Camp Pendleton's Annual Martin Luther King Jr. Commemorative Event. Pictured in the graphic, Staff here participated in a "Walk for Freedom," (much like the marches from the fifties) carrying signs, a banner and singing hymns.



Capt. William M. Heroman, Commanding Officer here, provides opening remarks and introduces this years guest speaker. Healthcare Eligibility administrator Dorothy Foster as this years guest speaker said, "If you say it's better than it was, (talking in regards to equal rights in the past, present and future), that's not enough. We are standing on the shoulders of

many from the past. Some of whom have lost their lives."





On the left, Lt. Cmdr Alan Siewertsen, Head of Nutritional Management Here, is pictured with the skipper serving Sailors in the galley honoring Black History Month.

*NHCP Honors
Black History
Month*

“Pharmacy Opens Doors” Cont. from Page 13.

Onofre area. Both of the new pharmacies will be the civilian recaptures we are discussing. We plan on capturing the population in the San Clemente and Los Angeles areas with the San Onofre Pharmacy.

In regards to the current main pharmacy located at the core hospital, “The front lacks patient privacy and we are looking into redesigning the front lobby in relation to the windows at the front,” said Wenning.

According to Wenning, the base and hospital are also considering putting another satellite pharmacy at the Main exchange for ease of the active duty on base. “There will be some that will come from the Oceanside back gate, but not a significant number, he said.

Pacific Plaza Pharmacy is a giant step forward for patient access and customer service for Sailors, Marines and their families. The Pacific Plaza Pharmacy can be reached by calling 763-3444.



Photo By HM3 Hiddalia McCre

*Beneficiaries
enjoy the new
satellite pharmacy
immediately after
the grand opening
ceremony.*

Dental Tech answers A Cry for Help Flying The Friendly Sky

*By JO1 Robert M. Dylewski
Deputy Public Affairs Officer*

Passengers on commercial airlines are all too familiar with the sounds of a fly attendant pointing out the aircraft exits and instructing travelers on how to use their safety belt, but how many individuals are familiar with the call requesting medical assistance. One Sailor at Naval Hospital Camp Pendleton heard the call for help about an hour and twenty minutes into the flight on Continental flight 1826 en-route to San Diego.

“My girlfriend and I got bumped from our flight and so they gave us first class seats on a later flight,” Said Petty Officer 3rd Class William D. Hansen a dental lab technician here. “The flight was just about over and I was nearing sleep. The flight attendants made an announcement requesting if there were any medical personnel on board,” he continued. “I kind of hesitated at first and nobody rang in for what seemed a long time. I saw flight attendants going to the back of the plane and I knew that something was going on.” Hansen was on his way back from his holiday leave on the East Coast.

“All I could think of was there had to be a little something I knew that the flight attendants might not know to help this individual. Some of the dental tech training teaches us first aid and CPR basics,” Hansen added. “The recent Hospital accreditation and code blue drills at work helped to keep all the training fresh in my mind.” Code blue drills are conducted to maintain staff skills in the event a patient goes into cardiac or respiratory arrest.

Hansen didn’t hesitate any further. “I kept running basic medical skills through my head as I made my way back to this lady. I was nervous at first but once I got back there it all came naturally and I was able to do something.”

Hansen started asking the lady questions and found out that she was on a flight from England and had been flying for 13 hours in coach with her 13-year-old-son. “She was dehydrated and cramped up. She was shaking big time, kind of hyperventilating. I

got her on oxygen with the help of the flight attendants,” he continued. “We gave her some fluids and I began to ask her a series of questions like if she was on any medication, any allergies and so on. I basically observed her for a while. She had a little bit of an elevated heart rate. I sat back there with her for a good 30 minutes until she calmed down. She stopped shaking and then she was cold so we covered her with blankets.”

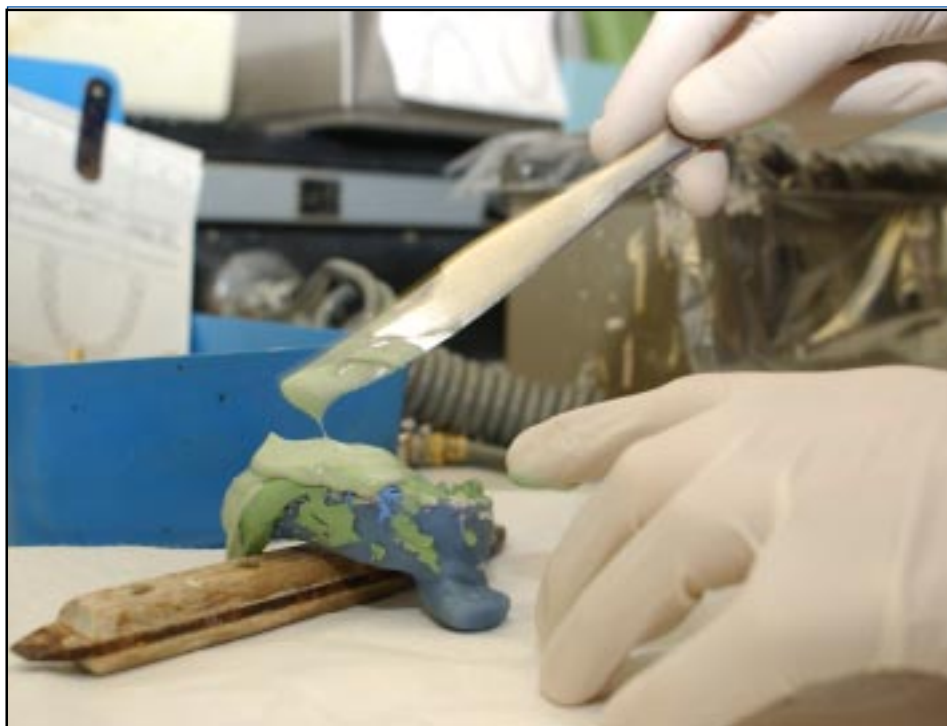
The flight attendants thanked Hansen for the assistance. The flight captain called to the back of the aircraft and Hansen was able to give him a breakdown of what was happening. “I went back to me seat and told my girlfriend about the situation asking if we could trade seats with the lady and her son,” Hansen said smiling. Fellow passengers applauded Hansen as he walked back to his new seats in coach.

“Sometimes when they run code blue drills at



Photo By JO1 Robert M. Dylewski

Petty Officer 3rd Class William D. Hansen works meticulously on a patient's item in the prosthetics laboratory in the dental department here.



Qualified dental technicians construct dental crowns and bridges. They are also trained at fabricating appliances for oral defects.

work I feel myself freezing up, but when the real thing happened I was able to react. It's my nature to like to help people," Hansen said as he thought about the situation. "I'm a dental tech and I make things that help to make people feel good about themselves. It's in our job

and it's in our nature to help people," He said about the dental tech rating. "The whole situation effects me at work because my chief's proud of me and I feel even more comfortable if something should happen at work." ❄



TRICARE For Life: Outreach to Identify Eligibles and Pay Claims

By TRICARE Management Activity

TRICARE For Life, a new health benefit extended by the Department of Defense (DoD) to approximately 1.5 million beneficiaries aged 65 and over, provides pharmacy benefits and TRICARE coverage secondary to Medicare. More than 3.1 million health care claims have been paid

Winter 2001

since the program started in October 2001. Payment for some health care claims, however, was initially denied by TRICARE for individuals recorded as being ineligible for TRICARE in the Defense Enrollment Eligibility Records System (DEERS). In many cases, these denials were based on persons

who have "expired eligibility" in DEERS, meaning that their eligibility has not been re-verified in the last four years as required by DoD policy.

DoD announced today that TRICARE claims will be paid for a limited time for TRICARE For Life (TFL) beneficiaries with "expired eligibility" in DEERS. Claims filed beginning October 1, 2001 but denied due to "expired eligibility" will be automatically reprocessed. Neither beneficiaries nor providers will be required to resubmit the denied claims. Beneficiaries are required, however, to ensure their eligibility is updated in DEERS by August 1, 2002.

"We want to ensure that our beneficiaries, some of whom are re-entering the Military Health System, and using TRICARE for the first time, have the best possible experience and receive their rightful benefits. We will do everything we can to overcome initial difficulties that may arise," explained Dr. William Winkenwerder, Assistant Secretary of Defense for Health Affairs. "We understand that some of our elderly beneficiaries who have not used military benefits in many years may not have kept their military eligibility files updated or they may be unable to make contact with the military."

"We are working with DoD leaders who manage the DEERS system and with The Military Coalition and the National Military and Veterans Alliance to redouble our outreach to these beneficiaries," said Winkenwerder.

After August 1, 2002, claims received for beneficiaries with expired eligibility will be denied until the eligibility information is updated.

Mr. Charles Abell, Assistant Secretary of Defense for Force Management Policy is working with

Marathon Participant is Mother to Be

By JO1 Robert M. Dylewski
Deputy Public Affairs Officer

Entering a marathon is a once-in-a-lifetime event for some. Individuals who complete a marathon often return to run another. Many runners return to the same race in subsequent years, attempting to improve their time or making it an annual tradition. One Sailor here made her annual event a means of staying physically fit during a pregnancy.

35 weeks into her pregnancy, Lt. Cmdr. Jeanette H. Matthews head of dermatology

here, walked 13.1 miles during the Annual San Diego Half Marathon held in Carlsbad, California. A local family run business, which produces three of the top 100 largest races in the United States, produces the Annual event.

"I wanted to keep in shape

"I couldn't really run. I ran up through the first trimester, but after that I couldn't really keep up. It was just to much," Lt. Cmdr. Jeanette H. Matthews said.

during my pregnancy and walking is one of the best exercises I can do during my pregnancy," Matthews said. "I couldn't really run. I ran up through the first trimester, but after

that I couldn't really keep up. It was just to much."

The Marathon ended up being a family event for the Matthews. "My husband was very supportive and when I told him I was going to walk it, he decided to come out and walk it with me. He's not a runner and never has been," She said smiling. "This was brand new for him to walk with me. He got up with me every Saturday to take long training walks. He is awesome," she continued. Matthews hasn't made any plans yet to add marathon pictures to a baby book but she is quick to show off the picture of her and her husband crossing the finish line.

The last two miles were a challenge for Matthews but she completed all 13.1 miles in three hours, 56 minutes and eight seconds placing 2,088 out of 2,110 female participants. ❀



Lt. Cmdr. Jeanette H. Matthews, head of dermatology here, is viewing material with a microscope in between seeing patients. Recently

she completed 13.1 miles during her third trimester of pregnancy as a participant at the Annual San Diego Half Marathon.

"TRICARE For Life" Cont. from Page 23.

the personnel community on the Department's outreach effort. "We will help our beneficiaries understand how to update their eligibility information," said Abell. "And we are exploring how we can make this process easier for those unable to travel."

To learn how to update or re-verify eligibility for those persons 65 and older, beneficiaries who have received an Explanation of Benefits (EOB) stating that they need to get a new military ID card should call 1-800-361-2620.

For more information on TRICARE for Life, interested persons can visit the TRICARE Web site at www.tricare.osd.mil, or call the TRICARE Information Center, toll-free, at 1-877-363-5433 (1-877-DOD-LIFE). ❀